

Via Electronic Comment Filing System and electronic cc: Karen Strauss and Gregory Hlibock

November 21, 2014

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51;
Telecommunications Relay Services and Speech-to-Speech Services for Individuals with
Hearing and Speech Disabilities, CG Docket No. 03-123, Notification of Substantive
Change

Dear Ms. Dortch,

Pursuant to Section 64.606(f) of the Commission's rules, 47 C.F.R. § 64.606(f), Hancock, Jahn, Lee & Puckett, LLC, d/b/a Communication Access Ability Group ("CAAG"), submits this Notification of Substantive Change, informing the Commission that on, or shortly after, February 1, 2015, CAAG will change its "CAAG VRS" video relay service branding to "Star VRS." CAAG will inform the Commission of the exact date on which the Company's brand name is changed via a supplemental letter filing.

CAAG will concurrently change its unified resource locator ("URL") to starvrs.tv pursuant to Section 64.604(c)(5)(iii)(F), § 47 C.F.R. 64.604(c)(5)(iii)(F). The date on which CAAG's brand name change takes effect, those accessing CAAG VRS' caagvrs.com URL will be automatically redirected to the starvrs.tv URL. CAAG will initiate outreach efforts to inform registered consumers and the public of its change in branding. The company will also work closely with the Fund Administrator to ensure a seamless transition for reporting purposes.

Thank you for your attention to this matter. Questions may be directed to Jeremy Jack, Vice President of VRS, at 916-225-4944 or via e-mail at jeremy.jack@caag4.com.

Sincerely,

Hancock, Jahn, Lee & Puckett, LLC

A handwritten signature in blue ink, appearing to read 'Jeremy Jack', with a long horizontal flourish extending to the right.

Jeremy M. Jack
Vice President of VRS